

OFFICE OF DEVELOPMENTAL SERVICES

VIRGINIA DEPARTMENT OF BEHAVIORAL HEALTH AND
DEVELOPMENTAL SERVICES

QUARTERLY REPORT OF OFFICE ACTIVITIES

OCTOBER – DECEMBER 2010

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OFFICE OF DEVELOPMENTAL SERVICES

Quarterly Report

The Office of Developmental Services (ODS) in the Virginia Department of Behavioral Health and Developmental Services (DBHDS) is dedicated to joining in partnership with all available state and local resources toward the development of communities that support and affirm all persons with intellectual disability and their families as participating and contributing members. This report provides an overview of the activities and accomplishments of the ODS in the **second quarter of Fiscal Year**.

HIGHLIGHTS OF THE QUARTER

LEE PRICE

A quick glance over the areas of activity for the second quarter will illustrate the high level of energy covering a wide range of areas in which the ODS staff are engaged. Even those activities associated with responsibilities that would be considered ongoing and routine require a great deal of attention. I want to point out a few areas in this report that, I think, would refer to the achievement of benchmarks for the office during the second quarter.

The DBHDS response to the **JLARC** study and recommendations for Virginians with autism was delivered on November 30. This response was developed over a period of twelve months and involved well over 100 individuals representing a large variety of state agencies, advocacy organizations, associations, families, and individual stakeholders in public policy issues related to autism. The response reflects the effort that has already begun by the different departments over the last year to develop training, skill development, and collaborative initiatives related to autism and recommends new investments over the next several years aimed at developing a comprehensive developmental disability system in Virginia.

Earlier in the year, Commissioner Stewart initiated several implementation work groups under the heading of **“Creating Opportunities”**. For the Developmental Services Division, work groups were created to address issues related to housing, employment, and the capacity and sustainability of community services for individuals with intellectual and developmental disabilities in addition to the work that was already being done related to the autism study. Also, staff from ODS participated along with other stakeholders in the ID/DD systems in the Case Management Creating Opportunities work group. Much of the activity in these areas was conducted during the second quarter and some of the reports were nearing completion by the end of the quarter. The community capacity work group, which began in earnest with a meeting on November 30, secured the help of two nationally recognized consultants, Nancy Thaler (Executive Director of NASDDDS), and John Ashbaugh, a private consultant, by partnering with the Partnership for People With Disabilities for funding. This work group is expected to have a completed report by late February.

Two **new staff positions** were added to the Office of Developmental Services under the Money follows the Person Demonstration and one additional staff person was added to the Division of Developmental Services, reporting to our Assistant Commissioner. We added Debbie Smith as a Family Resource Consultant. Debbie will be working to help families learn about the Money Follows the Person Demonstration and about the opportunities that community service providers can offer to their family members. Debbie has a wide range of experience in community programs and served most recently as the ID director for Crossroads Community Services Board. Barry Seaver also joined the Office as our fifth Community Resource Consultant. All of our CRCs will now have some responsibility for helping to match individuals living at training centers who are seeking community placement with qualified community providers. Barry, too, has extensive experience in the field and served most recently with the Middle Peninsula/Northern Neck CSB as a regional manager for intellectual disability services. We also welcomed Janet (Jae) Benz to the Division of Developmental Services. Jae reports to Heidi Dix, assistant commissioner for the division, and will be working on issues involving training center compliance reports. Jae's most recent work has been with Community Residences, where she was involved with the development of their privately operated ICFs/MR. Jae has also served in the position of executive director of Heart Havens, a privately operated residential services provider.

The ODS also initiated a review and revision of the **Consumer Choice Protocol** that was first developed in 1998. After receiving public comment from a variety of stakeholders, the Protocol is now in the final stages of review and will soon be released for use by providers and families. We are hopeful that this will offer helpful guidelines to individuals, their families, case managers, guardians, and providers of services and supports so that every individual's right to choice of provider is honored and that choices are made in a manner that reflects the genuine desire of each individual..

Finally, the ODS held its **annual winter planning retreat** on December 15. The morning session was spent in year-end review and preliminary planning for the next 12 months. The afternoon session was led by David Meadows and Eric Williams, who conducted a leadership institute for the entire ODS team based on principles of person-centered thinking.

REGULATION AND POLICY

CONTACT PERSON: DAWN TRAVER

- DMAS related activity:
 - Participated in several meetings with DMAS and Centers for Medicare and Medicaid Services (CMS) staff in the context of a review of Virginia's Money Follows the Person (MFP) project
 - Collaborated with DMAS regarding the ID Waiver proposed final regulations' Town Hall document
 - Participated with DMAS in presenting the ID Waiver proposed final regulations document to the Department of Planning and Budget

- Revised the ID Waiver Application Amendment regarding the 7/1/10 250 additional slots
- Worked with DMAS and ODS staff to refine the plan for handling EPSDT/Waiver services overlap and develop training materials.
- Participated in the Consumer Directed Advisory Council quarterly meeting
- Participated in development activities for the Intellectual Disability Online System (IDOLS).
- Participated in the development/drafting of the JLARC Autism Spectrum Disorder Study action plan written response report.
- Participated in the “Capacity Building” subgroup of the DBHDS Creating Opportunities work
- Presented at the Dept. of Education/Dept. of Rehab. Services “Transition Practitioners” Council meeting regarding Waiver services for transition aged youth
- Participated in the Virginia Department for the Aging “Options Counseling Standards Workgroup”
- Revised and updated ID and DS Waiver ISARs and other waiver related forms
- Assembled and reviewed with DBHDS staff all comments received regarding the revisions to the “ID and DS Waiver Choice Protocol”
- Welcomed Debbie Smith as the new MFP Family Resource Consultant

PRE-AUTHORIZATION

CONTACT PERSON: CYNTHIA SMITH

PRE-AUTHORIZATION

Waiver	Total * Processed	Approved	Denied	Appeals**	Reconsiderations	Pended
	3503	2398	33	6	23	331

* *Received and resolved

*Difference between **approved** and **total processed**:

- Total processed: total ISARs approved, denied and reduced
- Approved: ISARs authorized as requested

PENDED ISARS

Incorrect Provider name/number	Provider Not MR Waiver Eligible	More Information	Not MR Waiver Eligible	No Medicaid Number; Invalid/Pended Medicaid Number
0	3	313	6	0

DATA MANAGEMENT AND QUALITY ASSURANCE

CONTACT PERSON: DR. CHERI STIERER

- The new electronic ID/DS Waiver system (IDOLS) is slowly moving forward and is due to be rolled out in late spring of 2011 for the first phase. Phase 1 will include waiting list, slot management/slot assignment, and enrollment training for the CSBs/BHAs. Pre-authorization will follow in early summer.
- The SIS training this quarter included 30 new adult SIS interviewers, 5 new children's SIS Interviewers and one adult SIS refresher for SWTC with 14 interviewers.
- ODS continues to update reports and work on quality indicator data for the Centers for Medicare and Medicaid Services' (CMS) ID/DS Waiver application quality assurances. We met in November for the quarterly meeting with DMAS to review outcome measures and data collection processes.
- No Quarterly Waitlist Reports or LOF summaries were sent to CSBs due to delays in the IDOLS data base completion.
- The 2011 Family Surveys and envelopes were distributed to CSB staff in December.

ODS Data

TYPE OF DATA As of 12/30/2010	Count
Number on Urgent Waitlist (Including DS Waiver)	2940
Number on Non-Urgent Waitlist (including DS Waiver)	2532
Number of slots obligated from the 69 Facility FY 08 Slots	59
Number of slots obligated from MFP 09	110
Number of slots obligated from MFP 10	23
Number of Day Support Waiver Slots Obligated	283
Number of ID Waiver Slots Obligated	8277
Training Center CENSUS as of 12/16/2010	
Northern Virginia Training Center	160
Central Virginia Training Center	397
Southeastern Virginia Training Center	127
Southside Virginia Training Center	245
Southwestern Virginia Training Center	184
Training Center Total	1113

TRAINING AND TECHNICAL ASSISTANCE

CONTACT PERSON: GAIL RHEINHEIMER

- Met with DMAS Quality Management Review (QMR) and Program Integrity (Clifton-Gunderson contract monitor) staff and reviewed the person-centered (PC) Individual Support Plan (ISP), measurable outcomes and measuring progress and discussed recent QMR findings and technical assistance needs of providers and CSBs. Provided on-site follow-up in response to several QMRs and corrective action plans.
- Met with DMAS to determine procedures for new Early and Periodic Screening Diagnosis & Testing (EPSDT) preauthorization prior to utilizing ID Waiver and additional training needed by support coordinators/case managers. Developed slideshow on the changes for training (along with Brian Campbell, EPSDT) next quarter.
- Met with Highlands CSB staff to review and compare the PC ISP and the Part C Individual and Family Support Plan (IFSP). Met with Part C and DMAS to discuss the provision of training on Targeted Case Management (under ID and MH) for Part C and assuring the new IFSP meets the expectations of a PC ISP.

- Regional Support Coordinator/Case Management meetings held once in Regions 1 and 5 and twice in Regions 2 and 3 during this quarter. Met with Region 4 ID directors to determine protocol for their region.
- Provided technical assistance to support coordinators at Central Virginia Training Center (CVTC) and training sessions on PC ISP development, facilitation and documentation. Consulted with outside consultant. Scheduled and participated in Dept. of Justice (DOJ) visits to 46 Lynchburg-area providers, August 17 – 20. Met with DOJ representatives and discussed recent changes at CVTC to meet DOJ expectations.
- Participated in 3 “Community of Practice” conference calls with the National Association of State Developmental Disability Directors (NASDDDS), Support Development Associates and the 5 other states in the Centers for Medicare and Medicaid Services (CMS) Person-Centered Planning grant. Participated in Rappahannock Area CSB, Mount Rogers CSB and 2 CVTC “Becoming a Person-Centered Organization” leadership/coaches’ meetings. “Positive and Productive Meetings” training by The Learning Community held for Rappahannock Area CSB through the grant.
- State team for spreading and sustaining PC practices met and updated work plan. With 3 PCT mentor/trainers in Virginia, a new round of PCT training and credentialing of PCT trainers to begin.
- Participated in Region 4 Day Support Group meeting and meeting of St. Joseph’s Advisory Committee focused on DD.
- Co-facilitated and participated on quarterly System Transformation Grant (STG) Goal 2 (“increased choice and control”) meeting. Participated in Goal 2 Resource Bank meeting to review and revise PCP materials for accessibility to all populations. Assisted in development of 4th year report for Goal 2 and conference call with Abt Associates on STG Goal 2 4th year activities and evaluation.
- PC ISP refresher trainings held for several CSBs and their area providers.
- Desk audits of Supports Intensity Scale (SIS) interviewers in Regions 2 and 5, and helped with SIS refresher trainings in Regions V and II.
- Attended NoVa review of the Regional Planning document with delegates and executive directors at the Region 2 Coalition meeting and at Mount Vernon & Lee Enterprises Coalition meeting and the follow-up stakeholder meeting/legislative breakfast.
- With other ODS staff, met with DMAS (Quality Review Team) to review and advance the Performance Measures for the CMS assurances.
- Participated in Case Management Development Workgroup 3 times during the quarter to review draft case management/support coordination definition, core responsibilities and training available and possible via e-learning.
- Participated in individual planning meetings at CVTC, transition meeting for Money Follows the Person applicant at Southside Va. Training Center, and helped family and CSB locate a provider in the DS Waiver after 6 month search. Participated in meeting with guardian, CSB, and provider regarding choice issues and concerns.

- Assisted with work on development of the Intellectual Disability On-line System (IDOLS). Met with DMAS regarding taping of Webex for IDOLS training.
- Participated with ODS Director's presentation on "informed choice" at Virginia Public Guardian and Conservator Program Annual Statewide Training.

EMPLOYMENT & HOUSING FOR PERSONS WITH DEVELOPMENTAL DISABILITIES

CONTACT PERSON: EMILY HELMBOLDT

- Facilitated ongoing State Employment Leadership Network (SELN) Advisory Group meeting (reviewed Employment First policy statements, received presentation from the Executive Director of the National APSE)
- Co-convened Creating Opportunities ODS Employment Group. Developed a strategic plan for ODS for Employment First related goals and improvements to regulation/policy to advance community-based employment
- Co-convened Creating Opportunities ODS Housing Group. Developed strategic plan for ODS and other stakeholders to create a demonstration project which would exemplify and test the concept of "de-coupling" of housing from services. This would potentially create a model to remedy the dilemma of Medicaid not reimbursing community-based individuals' room and board (as is done for individuals in institutions).
- Consulted with ODS staff regarding individuals with behavioral challenges
- Coordinated provider search for individuals currently placed at Judge Rotenburg Center
- Attended SELN national annual meeting.

AUTISM SPECTRUM DISORDERS ISSUES

CONTACT PERSON: CINDY GWINN

- JLARC response report was completed and submitted to the General Assembly
- Trained 162 employees of Southside Virginia Training Center on the Basics of Autism

- Attended the Federal Health and Human Services Interagency Autism Coordinating Committee Meetings for Safety, Services Planning and Full Committee
- Presented at the Virginia Beach Higher Education Center for Norfolk State University Parent Forum
- Collaborated with the Virginia Autism Council for planning the upcoming year's activities.

COMMONWEALTH AUTISM SERVICES

CONTACT PERSON: JOHN TOSCANO, PRESIDENT AND CEO

A few highlights of CAS statewide activities during this quarter are as follows:

- CAS is meeting with VACSB and the DBHDS crisis team group to discuss the next level of training needs (crisis intervention strategies) for CSBs across the Commonwealth.
- A Memorandum of Understanding was signed with the Virginia Department of Criminal Justice Services for CAS leadership and training for law enforcement.
- The new CAS website was launched on October 8th as planned. Traffic on the site is up when compared to the pre-launch period as well as the same period(s) last year.
- A new CAS video was produced and is available on our website www.autismva.org.
- A February launch is planned with our partners at United Methodist Family Services for an after-school service that will lead into a summer 2011 launch for the full College model for students with Asperger's syndrome.
- The CAS *Autism Trans-disciplinary Assessment Clinic* move occurred as planned with our first assessment held on 12/1/10. An Open House celebration is planned for April.

- We have agreed with our partners in the Shenandoah Valley Regional Program (SVRP) to increase embedded staff capacity to a total of 7.5 FTEs from the current 6 FTEs.
- CAS staff have begun the training to obtain certification as a trainer in Competent Learner Model, a comprehensive curriculum that is compatible with Applied Behavior Analysis, to be used in our school based partnerships.
- An outcomes research model is being developed by the CAS learning Institute along with our Director of Diagnostics and Research, Dr. Donald Oswald. We have interviewed a consultant to assist with this project.
- Jessica Philips, CAS VP – Program Services, along with our partner in the SVRP, delivered a workshop on our model at the national conference sponsored by Ohio Center on Autism and Low Incidence Disorders (OHIO, November) which was very well received.
- CAS legislative advocacy continued with several meetings in the home districts of key legislators.